

# What is Digequal about?



DigEqual is a European project to make online services and e-government simpler for adults and adult educators.

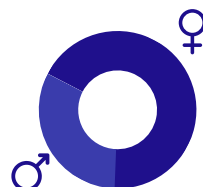
E-government is the public administration delivered online improving the way citizens can access information and services or participate to a more considerable extent in society.

We have investigated the everyday scenarios faced by citizens in accessing e-government, and we have asked about the experience of adult educators in how they approach e-government in their digital education classes.



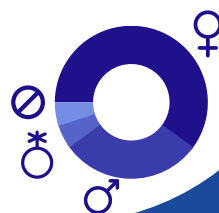
## ADULTS

121



## EDUCATORS

71



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# Why is Digequal important?

The Internet and information technologies have transformed many aspects of daily life, such as health, education, leisure and work. Keeping up with technology means engaging in socially active behaviour as well as in being able to participate to the wider extent of society. E-government is more and more key to being a citizen in nowadays Europe.

Our investigation shows how there is still a gap between educators and adults in Europe, and that there are barriers from both sides in the access/use of e-government.

About half of the educators efficiently use online services in their daily lives, while the remaining half do not use them due to a lack of competence in using digital services or because they consider them worse than face-to-face services.

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# How does **Digequal** classify e-government for adults & educators?

- **e-government literacy**
- **e-education**
- **e-billing**
- **e-leisure**
- **e-health**
- **e-participation**

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# e-government literacy



It refers to the level of proficiency of users in accessing and using e-government platforms

**4** out of 10 European adults **don't know** how to navigate the different platforms on online government

**5** out of 10 European adult educators **express difficulties** in embedding e-government activities in their digital education classes

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# e-education



It involves the use of technology and digital tools to teach and learn.

**5**

out of 10 European adults normally look for free online courses to keep themselves updated, but faces difficulties to access them

**5**

out of 10 European adults educators normally look for free online courses to keep themselves updated

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# e-billing & e-payment



With e-billing, bills are sent electronically and consumer payments are handled online without the use of paper. Instead, e-payments are any financial transactions made by using digital devices.

4

out of 10 European adults find the online system of local and regional governments **difficult** to pay taxes

2

out of 10 European adult educators are not familiar with the e-government payment systems

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# e-leisure



It includes all platforms that allow online booking of leisure activities, such as airline tickets, stays and recreational activities

4

out of 10 European adults **don't know** how to browse among the different portals for online booking

3

out of 10 European adult educators **don't know** how to browse among the different portals for online booking

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# e-health



The delivery of health services and information via the Internet and other similar technologies.

3

out of 10 European adults **face difficulties or are not able to** book online appointments with dedicated health structures

3

out of 10 European adult educators **face difficulties or are not able to** book online appointments with dedicated health structures

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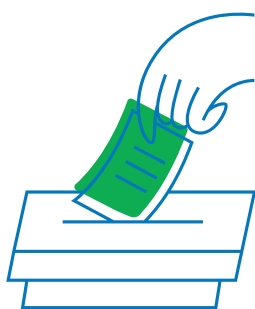
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# e-participation



The use of ICTs to promote open, participatory governance and civic engagement. It seeks to increase access to information and public services while also fostering participation in policymaking.

**5** out of 10 European adults **don't know** how to activate the digital procedure for online voting

**4** out of 10 European adult educators **don't know** how to activate the digital procedure for online voting

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